

WCHS Tiered Presentation

We have been doing Tiered Supports for about 2 ½ years. When we started doing tiered supports it was my desire to have a full time tools trainer/Tiered Coordinator. You know what they say about the best laid plans. We had a Tiered Supports Coordinator who met a gentlemen online and now she lives in Maryland. We have not yet found her replacement, although I still am hopeful we will.

In the meantime our Tiered team has been busy developing and implementing 12 teaching modules. As you all well know, stay close and pivot are great tools but if we want long term change and improvement we must couple those with a solid teaching component.

Our Live Values use the Acronym of HEART.

Honesty, Encouragement, Acceptance, Respect, and Team Work.

However, we wanted to develop a 12 month program with a different theme for each month so instead of changing the way we spell Heart ☺, we just added to it.

Our Modules are

January--Acceptance

February--Kindness

March-Honesty

April--Citizenship

May--Self-Control

June--Calm and Caring interactions

July--Character (ethics, going beyond the mandated or legality)

August--Empowerment (Self-advocacy, choice, team player)

September--Respect

October--Responsibility

November--Cooperation

December--Sharing

Each Module contains exercises which staff and individuals work on together. Sometimes we choose a portion of a module for an extra emphasis. For example in March our theme has been honesty. Part of the module was the fable of "The boy who cried wolf" but for it to be interactive we asked staff and individuals to participate in writing their own fable's with a lesson on honesty. We provide support in 5 ISL settings as well as day service. We had 13 entries in the competition. It was amazing. The effort and energy invested in the "competition" was apparent.

With February's theme on Kindness we wrote and recorded video raps on Kindness. These were recorded in our People First Meeting and we had a blast doing them. Staff told me the next day it was the topic of discussion as those involved talked about how much they enjoyed doing them.

We do offer incentives for participation in the modules. Staff and those we serve can earn their choice of many options from monthly prizes of a Picnic at Elephant Rocks to extra 1 on 1 time to do what they wish or even going to watch a wrestling match (It's a Washington County Thing ☺)

For those who participate at least 8 of 12 months there are grand prizes like going to Silver Dollar City, an overnight trip to Branson, Horseback Riding at the YMCA or an underground pontoon ride in the caves.

For staff we have set a standard for documentation. 75% of the days they work need to reflect documentation about the modules. This could be referring to working on a project or module or something as simple as noticing an act of Kindness (February) on display from a supported individual. In that situation we would want to know how the staff reinforced the desirable behavior in the moment as well.

Let me tell you about Henry (fictitious name) Henry really doesn't like Suzie (another fictitious name) and yet they attend the same day program. He thinks she is loud and obnoxious. He has frequently in the past been hear saying he hates her. During February (Kindness) without prompting, Henry opened and held the door for Suzie to walk through. That is one small thing of thousands I could share with you about the impact the tools approach is making in our agency. I hear it from staff and those we support alike. One more story. Bob (we will call him) has had multiple BRT referrals. Those referrals were before we were participating in tools. Bob has a lot of junk behavior. But his junk behavior had started leading into some serious behavior. In the last year, Bob's life has changed dramatically. He is engaged and much more respectful. Bob is working in my office building now as a janitor. This month we stopped having the staff person stay with him because he is doing so well. Bob came by my office the other day when he had finished cleaning and asked if I had a moment (very politely non the less). I did and so we talked for a few minutes. I asked if he would like to help me set up the meeting room as I had a meeting getting ready to start. He asked what meeting we were having and I told him it was our Tiered Team and that we were going to be working on some of the modules. He said "I love those things. We have been doing them at home. It is helping me to learn how to be responsible. I want to be responsible because I know that will help me keep my job here."

That, ladies and gentlemen is worth the money, the time, the energy. That is what this is all about!